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To: Maine Electric and Gas Transmission and Distribution Companies

From: Derek D. Davidson, Director, Consumer Assistance Division

Subject: Forum on Assisting Customers with High Arrearages

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The purpose of this bulletin is to invite you to a forum at the Commission's office in Augusta on July 24, 2008, 9:00 a.m. till noon to discuss methods for assisting customers with large arrearage amounts. With the high cost of fuel oil and gasoline, many customers, especially low income customers, are struggling to pay their utility bills. Some of these customers may have built up significant arrearages over the winter, diverting money normally used to pay utility bills to heating their homes, and are now under the threat of disconnection. This forum is an opportunity for utility credit and collections staff to meet and discuss the problem as well as innovative ways of dealing with these customers. The ultimate goal is help consumers retain their utility service while also allowing the utilities to properly manage their accounts receivable. One group of customers we should discuss in particular is customers with serious medical conditions. These customers are particularly vulnerable to the loss of utility service.

Utility representatives should be prepared to discuss methods their respective utilities are using to assist high arrearage customers. Please feel free to contact me at (207) 287-1596 if you have any questions. I look forward to seeing you on the 24th.

DD/kp



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